

From: George Morino/=TMS/Toyota. Sent:10/1/2007 9:57 AM.
To: [-] Marion Sakima/=TMS/Toyota@Toyota.
Cc: [-] Percy Chan/=TMS/Toyota@toyota.
Bcc: [-] .
Subject: Re: Fw: SSC 70 F Toyota Camry All Weather Floor Mat Accessory.

Hi Marion:

If the owner confirms that they do not have the All Weather Floor Mat, I think you can write a letter that states:

The vehicles does not have any outstanding campaigns provided it is not equipped with genuine Toyota Camry All Weather Floor Mats.

If the owner has the Toyota Camry All Weather Floor Mat, please have them go to a dealership for a refund.

Thanks!

George Morino
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Product Quality and Service Support
Toyota Motor Sales, U.S.A., Inc.
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Marion Sakima/TMS/Toyota
10/01/2007 08:24 AM
To George Morino/TMS/Toyota@Toyota
cc Percy Chan/TMS/Toyota@Toyota
Subject Fw: SSC 70 F Toyota Camry All Weather Floor Mat Accessory

Good morning George.

Below is a scenario I'm not sure anyone could have anticipated. Customer's that are taking/exporting vehicles from the US into Canada are requesting a clearance letter. I don't believe the following question from the Q & A addresses this.

Would it be a matter of confirming with the customer that the vehicle does not have the mats and generating a clearance letter? Wouldn't this documentation need to be reflected somehow in TIS for NHTSA reporting?

Please advise.

Marion

----- Forwarded by Marion Sakima/TMS/Toyota on 10/01/2007 08:13 AM -----

Eddie Campos/TMS/Toyota

10/01/2007 08:10 AM

To Renee Williams/Scion/Toyota@Toyota, Marion Sakima/TMS/Toyota@Toyota

cc Lisa Valenzuela/Scion/Toyota@Toyota, Araceli Salceda/Lexus/Toyota@Toyota, Rochelle

Harma/TMS/Toyota@Toyota

Subject SSC 70 F Toyota Camry All Weather Floor Mat Accessory

Good morning ladies,

We are getting request for clearance letters for vehicles purchase used without the all weather mats. The vehicles do come up as being involved in the SSC and not completed. How should we handle these situations? We normally send a letter saying it's not completed and ask the customer to go to a dealer, but since there are no mats in the vehicle do we want to do that?

Please let me know.

Thank you.

Eddie Campos

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